



**UNIVERSITY of
TASMANIA**

**Visitor Safety Management
Procedure**

UNDER REVIEW

Related Policy	<i>Work Health and Safety Policy</i>
Responsible Officer	Executive Director – Human Resources
Approved by	Executive Director – Human Resources
Approved and commenced	October 2014
Review by	October, 2017
Responsible Organisational Unit	Work Health and Safety Unit

CONTENT

1	Objective	2
2	Scope	2
3	Visitor Safety Management.....	2
3.1	Legislation	2
3.2	Relevant University Policies and Procedures.....	2
3.3	Risk Assessment	3
4	Responsibilities.....	3
5	Definitions and Acronyms	4
6	Versioning	4
7	Appendix	4

1 Objective

The objective of this procedure is to manage the risks associated with visitors to the University of Tasmania, in keeping with the University's duty of care under relevant work health and safety legislation.

2 Scope

This procedure applies to any person who is a visitor to a space over which the University of Tasmania (University) has ownership or control.

3 Visitor Safety Management

3.1 Legislation

The University has a duty of care to eliminate risks to health and safety for visitors so far as is reasonably practicable; and if it is not reasonably practicable to eliminate, then to minimise those risks so far as is reasonably practicable.

The University's duty with regard to visitor health and safety is set out in the *Work Health and Safety Act 2012*.

In accordance with the section 19 (2) of the Act, the University must:

- ensure, so far as is reasonably practicable, that the health and safety of visitors (as 'other persons' under the Act) is not put at risk from work carried out as part of the conduct of the University.

In accordance with the section 29 of the Act, visitors must:

- take reasonable care for their own health and safety and
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons and
- comply, so far as they are reasonably able, with any reasonable instruction that is given to allow the University to comply with the Act.

3.2 Relevant University Policies and Procedures

The following University policies and procedures have application to the management of health and safety risk associated with visitors to a University workplace:

- Work Health and Safety Policy
- Alcohol, Tobacco and Other Drugs Policy
- Children on Campus Guidelines
- Emergency Procedures
- Event Management Procedure
- Key and Access Card Policy
- Working Safely in Laboratory Workshops and Studios Minimum Standard
- Venue Hire Policy.

3.3 Risk Assessment

Health and safety associated with visitors to a University workplace is managed according to the assessed level of risk (as measured by consequence and likelihood).

The identified risk may apply to:

- a health and safety risk to visitors themselves or
- the risk visitors may pose to staff, students and other persons at a University workplace or
- a risk of harm to the University's operations, property or infrastructure.

Appendix 1 provides examples of University visitor risks and associated controls recognising:

- the wide diversity in activities undertaken by visitors to University workplaces
- the practicalities of managing risk where there is open public access and multiple points of entry to campus grounds and facilities and
- the need to balance ease of access with the level of security appropriate to the activities being undertaken by the University.

4 Responsibilities

- | | |
|---|--|
| Infrastructure Services and Development (ISD) | <ul style="list-style-type: none"> ○ Provision and management of infrastructure relating to visitor safety including: security access systems (key and swipe control) Closed-circuit television (CCTV) cameras, help points, emergency phones, duress alarms, lighting, and signage. ○ Grounds and facilities management and maintenance including management and safety of contracted works. ○ Security services including: monitoring of CCTVs, site patrols, safety escorts and incident response. |
| Organisational Unit heads | <ul style="list-style-type: none"> ○ Assessment of visitor risk and control within their area of responsibility. ○ Determining security levels and authorising access approvals. ○ Implementing visitor controls appropriate to the level of assessed risk including: visitor registration, provision of information and supervision. |
| Work Health and safety Unit | <ul style="list-style-type: none"> ○ Provision of advice and support for the assessment of visitor risk and the implementation of controls. ○ Maintenance of a reporting system that includes visitor related hazards and incidents. |

5 Definitions and Acronyms

Term/Acronym	Definition
Organisational Unit	College, Faculty, School, Centre, University Institute, other University Entity, Division, Section or University Business Enterprise.
Worker	A person is a worker if the person carries out work in any capacity for the University, including work as an employee, a contractor or subcontractor, an employee of a contractor or subcontractor, an employee of a labour hire company who has been assigned to work at the University, an outworker, an apprentice or trainee, a student gaining work experience, or a volunteer.
Workplace	A workplace is a place where work is carried out for the University and includes any place where a worker goes, or is likely to be, while at work. Workplace includes a vehicle, vessel, aircraft or other mobile structure; and any waters and any installation on land, on the bed of any waters or floating on any waters.
Visitor	Is a person at a University workplace who is not a 'worker' and is therefore an 'other person' under the WHS Act.

6 Versioning

Former Version	Version 1 – <i>Visitor Management Procedure</i> ; approved October, 2014. Amended in December 2016 to incorporate Colleges.
Current Version	Version 2 – <i>Visitor Management Procedure</i> , (current document); approved October 2014, amended in December 2017 to incorporate changed nomenclature for Commercial Services and Development.

7 Appendix

Appendix 1: University visitor hazards and risk controls

Visitor and hazard	Risk Control
<ul style="list-style-type: none"> • Members of the public are able to walk, cycle and drive in and around many of the University's campuses and facilities. In the absence of perimeter fences, security gates or booms, visitors have open access to roads, recreation spaces and infrastructure. Many buildings have multiple points of entry with limited or no access control. 	<p>Visitor safety is reliant on effective signage and voluntary visitor compliance. Risk control is supported through:</p> <ul style="list-style-type: none"> – Area controls as implemented by each Organisational Unit – Monitoring by University staff – Patrolling by Security Officers – CCTV surveillance – Effective lighting – Access to Help Points and emergency phones
<ul style="list-style-type: none"> • Invited visitors or groups attending a University event such as an open day or similar occasion. 	<p>Visitors may be escorted in guided groups by a nominated person, but otherwise have access to the University's facilities. Visitors follow directions provided by an appointed tour group leader, or meeting convenor.</p>
<ul style="list-style-type: none"> • Visitors on business may result from an invitation or be a self-initiated visit for an appointment, interview, sales, delivery or the like. This is typically an infrequent or a one-off visit. 	<p>Access may be controlled through a central reception point and the provision of signage or other printed information. The visitor is usually under the direct supervision of a staff member Depending on security levels, the visitor may be required to sign a visitor register and carry an identity card or tag.</p>
<ul style="list-style-type: none"> • Alumni and friends have access to University facilities as a visitor. These visitors may also have membership access to specific areas such as the University Club. 	<p>In some circumstances, the visitor may be accompanied by a staff member. Where the alumni or friend has authorised access to a specific area of the campus, it is the responsibility of the manager/supervisor of that area to ensure that adequate visitor safety is provided.</p>
<ul style="list-style-type: none"> • Visitors as facility users such as UniGym, hired rooms, performance sports grounds 	<p>Visitors may be under the direct control of UniGym or other staff. Visitors utilising sports grounds and other facilities are under the supervision of the person or body hiring the facility who is bound by the terms of the hire or other agreement entered into with the University.</p>
<ul style="list-style-type: none"> • Friends and family of a staff member or student as an invited visitor 	<p>These visitors should be under the guidance of a University staff member or student. Any young children must be under control / supervision of a responsible adult.</p>

Visitor and hazard	Risk Control
<ul style="list-style-type: none"> • Invited visitors – mid to long term duration such as consultants 	<p>In some instances, these visitors may be more effectively managed as a contractor. Where a lower level of direct supervision is intended, a documented induction process should be completed.</p>
<ul style="list-style-type: none"> • Visitors to high risk areas such as laboratories workshops 	<p>In these areas, visitor access is strictly controlled in accordance with Organisational Unit, laboratory or workshop protocols. Depending on risk the visitor will be required to register access, complete an induction and be appropriately supervised.</p>
<ul style="list-style-type: none"> • Visitors to secure facilities. Due to the nature of their research and other activities some University campuses and facilities such the Medical Sciences Precinct have strictly controlled access. 	<p>Strictly controlled access is made possible by the facility’s design They have controlled points of entry and managed access within either through electronic swipe or key Visitor access is tightly controlled.</p>
<ul style="list-style-type: none"> • Distinguished visitors 	<p>Visits by distinguished visitors are managed in accordance with appropriate University protocols.</p>
<ul style="list-style-type: none"> • Additional hazards relating to visitors: 	
<ul style="list-style-type: none"> – Driving 	<p>The majority of University roads are open to visitor motor vehicle access and control is reliant on compliance with road signage including speed limits and traffic calming devices (such as road humps). Some roads have restricted vehicle access through the use of boom or other gates.</p>
<ul style="list-style-type: none"> – Children on campus 	<p>The safety of children as visitors on campus is controlled through University policy.</p>
<ul style="list-style-type: none"> – Smoking 	<p>All University campuses have smoke free areas as designated by ‘No smoking’ signage. Some University campuses (e.g. Medical Sciences Precinct, Rozelle) are smoke free. Reinforcement of smoke free areas is undertaken by Security Officers.</p>
<ul style="list-style-type: none"> – Drug and alcohol use 	<p>The consumption of alcohol by visitors and others is strictly controlled in accordance with University Policy.</p>
<ul style="list-style-type: none"> – Animals 	<p>Visitors are not permitted to bring animals (other than approved assistance animals) onto a University workplace. Access restriction is indicated by signage and reinforced by Security Officers.</p>